# Fall 2015 OTCnet Connect

*A publication of the Bureau of the Fiscal Service Over the Counter Revenue Collection Division*

## Release 2.1

We are excited to announce that Release 2.1 is now available for OTCnet users. New features and enhancements include Deposit Processing Archiving, enhancements to the foreign currency check deposit process, and an updated foreign currency code list.

OTCnet users may view information and resources on the OTCnet 2.1 Release information webpage of the OTCnet website at:

https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcNet/rvnColl_otcnet_releaseinfo.htm

Additional information on Release 2.1 enhancements and features are listed below:

**Deposit and adjustment data is now archived** based on voucher date. As a result, new historical reports allow agencies to download archived deposits and adjustments that are older than 5 years from the current system date.

**The foreign check deposit process is now enhanced** to display the current day's exchange rate and US Dollar equivalent amount allowing a user to reference this information prior to submitting for confirmation.

**The foreign currency code list for foreign check items is now updated** to reflect currencies that are supported. This will prevent users from creating foreign check deposits with unsupported currency codes.

## New Foreign Check Item Deposit Process

In Release 2.1, the foreign currency exchange rates now appear when a user creates a supported foreign currency check item deposit.

To make a **supported foreign check deposit,** the user will first need to select a Country of Deposit, then the Currency Code will be automatically populated based on the selected Country of Deposit. The user can then enter the foreign currency amount and the Quote ID will appear, as shown below:



Unsupported foreign check deposits made through OTCnet will not, however, display a foreign currency exchange rate.

To make an **unsupported** foreign check deposit, the user will need to select the Country of Deposit labeled "Other", and the Currency Code will be automatically populated as "Other". The user can then enter the foreign currency amount and the Quote ID will appear, as shown below:

# Upcoming System Requirement Changes

OTCnet would like to remind users of anticipated system requirement changes that may affect the versions of Internet Explorer (IE) and Windows Operating Systems (OS) supported, as well as a new security requirement.

OTCnet now has limited compatibility with Internet Explorer 10 and 11. The OTCnet application can be used in Internet Explorer 10 and 11 only in compatibility view.

| Change Type | Anticipated System Requirement Changes |
|---|---|
| IE | • OTCnet will fully support IE 10 and 11<br>• OTCnet will not actively support IE 7, 8, and 9 |
| OS | • OTCnet will no longer actively support Windows XP and Vista |
| TLS | • OTCnet will require OTCnet users to enable Transport Layer Security (TLS) 1.2 |

**Additionally, please Work with your agency's IT Team to begin plans for transitioning to Windows 7, and enable TLS 1.2 within your internet browser.**

For detailed instructions on enabling TLS, please click or copy and paste the following link into your web browser: https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcNet/`pja_download_install_OTCnet_TLS_Update_06022015.pdf

Our long-term system requirements plan, is to have all OTCnet users use IE 10 or 11 and Windows 7, and enable TLS 1.2 by Spring 2016. Users that do not follow these requirements may not be able to use OTCnet. Please reference your agency's policies and procedures prior to taking any action. If you have any questions, contact OTCnet Customer Support.

# Customer Service Representative of the Quarter: Robert Myers



**What excites you most about OTCnet Release 2.1?**

The foreign check deposit process now displays the current day's exchange rate and U.S. dollar equivalent amount. This will allow a user to reference the information prior to submitting the deposit for confirmation.

**What tips do you have for OTCnet users?**

A helpful reminder for users is to login to the OTCnet application at least every 90 days to keep their password and OTCnet account active. For detailed instructions on how to reset your password, please click or copy and paste the following link into your web-browser: https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcnet/training/wbt/content/lsn508HTML2004/M/sims/pja_reset_passwrd.pdf

# Voiding and Deactivating Batches

To minimize transaction errors, we would like to remind users that the Check Capture Supervisor (CCS) is the only user that can void or deactivate either an erroneously scanned check or a batch.

Voiding and deactivating batches is a two-step process and can only occur if the batch is in either an **Open** or **Closed** status.

For instructions on how to Void a Batch and Activate/Deactivate a Batch, please see below:

| Action | Resource |
|---|---|
| **Void all Checks in a Batch** | https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcnet/training/wbt/content/lsn544HTML2004/M/sims/pja_void_all_cks_batch.pdf |
| **Activate/Deactivate a Batch** | https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcnet/training/wbt/content/lsn544HTML2004/M/sims/pja_act_deact_bat.pdf |

## Scanning Duplicate Checks

Scanning and processing the same check item through OTCnet Check Capture more than once may have severe financial repercussions. Agencies should not scan the same check or attempt to change the dollar amount after scanning the same check.

We would like to remind all OTCnet users of best practices to avoid duplicate transactions. When scanning a check item, please:

- **Return the check to the customer,** if the agency scans items in-person

- **Have safeguards that ensure scanned items are kept separate from unscanned items,** if the agency collects checks when the customer is not present or through back office

For further instructions on resolving duplicate checks, please click or copy and paste the following link into your web-browser:

https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcnet/training/wbt/content/lsn544HTML2004/M/sims/pja_resolve_dupck.pdf

## OTCnet Quick Links

- **OTCnet Website:**
  https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcNet/rvnColl_otcnet.htm

- **OTCnet Application:**
  https://otcnet.fms.treas.gov/

- **OTCnet Training:**
  https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcNet/rvnColl_otcnet_training.htm

- **OTCnet Hardware:**
  https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcNet/rvnColl_otcnet_hardware.htm

- **OTCnet Contacts:**
  https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcNet/rvnColl_otcnet_contacts.htm

## OTCnet Holiday Reminder

OTCnet would like to note the remaining 2015 Federal Holidays. Specific changes to scheduled processing will be communicated prior to the start of each holiday.

Monday, October 12, 2015 — Columbus Day
Wednesday, November 11, 2015 — Veterans Day
Thursday, November 26, 2015 — Thanksgiving Day
Friday, December 25, 2015 — Christmas Day

## Legible Check Items

For successful check item processing, we remind users to only process legible checks in OTCnet.

An image quality test is performed on each check, as soon as the check is captured and the image is available. If a check passes the automated screening, the item processing continues. If the check fails the image quality tests, an **Image Quality Failed** message is displayed.

### Legible/ Good Quality
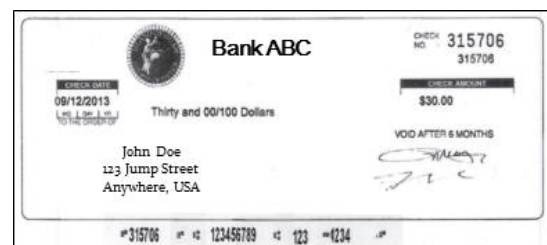


### Non-Legible/ Poor Quality
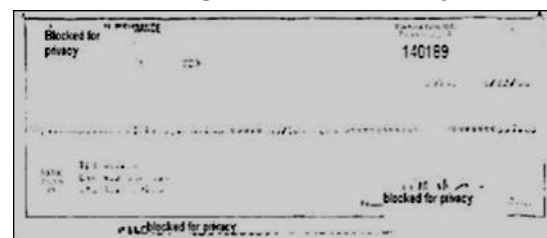


If OTCnet is unable to collect on the agency's behalf with the image that has been submitted, the debit reverts to the agency and collection becomes the agency's responsibility.

For further information on a managing a poor check image, please click or copy and paste the following link into your web-browser:
https://www.fiscal.treasury.gov/fsservices/gov/rvnColl/otcnet/training/wbt/content/course_FMSOTC/docs/ug_chk4_captur_and_man_chks_online.pdf